

Frequently Asked Questions (FAQ)

Q. I have lost a library book that I borrowed. What should I do?

A. Please visit the Library Counter and speak to a staff member to report the lost item.

Lost item reports cannot be accepted by telephone. Thank you for your understanding.

Q. I found the book after reporting it as lost. Can I receive a refund?

A. If you return the book to the Library Counter within one month of the original due date after submitting a lost item report, the replacement fee will be refunded, less a S\$5 processing fee per item. Please note that overdue fines are non-refundable.

Q. I returned my book, but it still appears on my library account. I have already checked my home and cannot find it.

A. Please contact the Library and check the following common situations before reporting the item as missing.

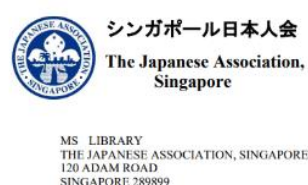
1. A personal book was returned by mistake.
 - A book from your own collection was returned to the Japanese Association Library instead of the library book.
 - Although the number of books returned was correct, one or more of the books did not belong to the Japanese Association Library.
 - The Library regularly receives books whose owners cannot be identified.
2. The book is still at home.
 - Please check your bookshelves, between your child's textbooks or notebooks, inside or under the sofa, and other places where books are commonly kept.
3. The book was returned to another library or institution.
 - For example, your child's school, supplementary school, Kumon or another learning center, or the National Library.
4. The book was left behind while travelling.
 - Please check your car or contact the relevant public transport operator if you travelled by bus, MRT, or taxi.
5. The book was left at another location.
 - For example, at a friend's house, your workplace, or another place you recently visited.
6. The book was in your bag ready to be returned, but your child took it out without your noticing.

Q. I do not understand the charges shown on my invoice.

A. You can view the details of each charge by logging in to the Japanese Association website and following the steps below.

Library My Account → Borrowing History → Payment History → Receipt Number

The "WWWxxxx" shown in the REFERENCE field of your invoice is the same as the Receipt Number (WWWxxxx) shown in your Payment History.



The Japanese Association, Singapore 120 Adam Road,
Singapore 289899 Tel: 6468 0066 Fax: 6469 6958
GST NO.

TAX INVOICE FOR JULY 2023
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DATE : 1st AUG 2023
DEPOSIT :
INVOICE NO. : - JUL 2023
MEMBERSHIP NO. :
NAME : MS LIBRARY

DATE	REFERENCE	DESCRIPTION	DEBIT	CREDIT	GST	BALANCE
MS LIBRARY						

#	Receipt number	Payment method	Date	Amount paid
1.	WWWxxxx	01	22 Dec 2021	\$1.50
2.	WWWxxxx	01	20 Dec 2021	\$0.90
3.	WWWxxxx	01	07 Dec 2021	\$0.60